**Transcript: Improvements to help people seeking supports and applying to** **the NDIS**

We’re working towards introducing a new computer system later in 2023.

We’ll also be making improvements to help people seeking supports and applying to NDIS from our NDIS Partners.

Everyone who asks us about disability supports or applies to the NDIS will start to experience these improvements later this year.

Our new computer system does not change the rules or how we make decisions.

Our new ways of working improves how we help people and families to:

Learn about and connect with community and mainstream services, including the NDIS.

And apply to the NDIS.

When people and families approach the NDIS, we will explain our new processes.

Firstly we will help people and families learn more about all the community and mainstream supports available, including the NDIS.

NDIS local area coordinators and early childhood partners can help people and families make connections to the supports they need to be more independent.

We can help people and families make connections even if they are not eligible for the NDIS.

If a someone thinks they might be eligible for the NDIS, an NDIS partner will help them to apply to the Scheme.

If they are under 9 you will work with an early childhood partner and if aged 9 – 65 they will work with a local area coordinator.

A NDIS partner will talk about the supports from community and mainstream services, living situation, informal supports from family and friends, and goals.

They can also explain and help collect the evidence we need to decide if people are eligible for the NDIS.

This evidence needs to show a person's age, proof of identity like name and address, Australian citizen or permanent resident, evidence they live in Australia permanently, and their disability.

We will let people know if they’ll be an NDIS participant in twenty-one days.

Helping people and families make connections and apply to the NDIS is an important part of our plan to improve the experience people have with the Scheme.

Find out more about the improvements we’re making to the NDIS at www.improvements.ndis.gov.au.